

**LOSS PREVENTION SUBCOMMITTEE**  
**July 14, 2004**

**MEMBERS ATTENDING**

Dennis Anderson	Department of Health
Gary Andrews	Department of Corrections
Andreta Armstrong	Department of Licensing
Clifford Frederickson	Clover Park Technical College
Kathy Gastreich	Department of Corrections
Bill Henselman	Department of Transportation
Larry Keller	Department of Ecology
Linda Ramsey	Military Department
Stephen Simmons	Department of Social and Health Services

**Absent**

Carole Mathews	Labor & Industries
Jim Smego	Department of Natural Resources
Tom Wendel	Office of the Attorney General

**Guests**

Jeannie Atkins	Department of Corrections
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**OFM Risk Management Staff**

Jolene Bellows  
John Nicholson

Gary Andrews called the meeting to order.

Member, guest, and staff introductions.

Minutes from the April 14, 2004 LPSC meeting were approved.

John Nicholson gave a brief overview on the new OFM Risk Management website highlighting the new budget development page. A site map and a new vehicle and driver's page have also been added. Additions will be made to the vehicle page so that vehicle drivers and supervisors can find everything they need pertaining to state driving.

## **Discussion of HR Employment Practices Project**

Need to prioritize the focus goals first.

### **1. Training**

Is the Help Academy delivering the product that we think is needed? Should be a match between what they are providing and what the needs are relating to claims.

#### *Suggestions for supplementing the Help Academy:*

- ◆ Review/evaluate the curriculum and see how it relates to risk management.
- ◆ Look at potential risk management opportunities for class offerings related to risk management.
- ◆ Tie the training to the analysis of what claims there have been.
- ◆ A needs assessment – what are the needs? What has the claims history been? How does that compare? Market the Help Academy.
- ◆ Discuss with Doug Spohn as to what areas need help with training.
- ◆ How can less expensive training be provided to individuals or agencies?
- ◆ A special workshop on a focused area that can be delivered.
- ◆ Willis broker is on a contract that can be used to provide 4 workshops per year.

#### *What are the tools that we already have?*

- ◆ Website and other tools are there but what have managers done to make them available?

#### *Summary of Training discussion:*

A subgroup will get together with the Help Academy. They will take a package of exposure data so they can discuss how these areas are being addressed in the programs. Discuss latest needs assessment performed on the Help Academy with Doug Spohn.

*Training subgroup members:* Nancy Heyen\* (lead), Dennis Anderson, Stephen Simmons and Kathy Gastreich. Report back to LPSC at the October meeting. Jolene will assist with scheduling of the sub-groups as needed. \*Nancy took over this assignment from Jolene.

#### *Outcome*

- ◆ Find out how if there is a match between the training and exposure that we see.
- ◆ Give information to the Help Academy for consideration in enhancing or tweaking classes but not to restructure their curriculum. Could provide a module to address specific risk management topics.
- ◆ Training may or may not be the cause of high claims. If a direct match, it would mean to continue to look at other possibilities. If

registration is low it may mean that it could be too expensive. Keep looking for other alternatives.

At the next LPSC meeting this subgroup on Training will provide the members with:

- 1) Info on risk trends.
- 2) Info on focus of training and statistical information, analysis of assessment and effectiveness of Help Academy.
- 3) Explore the possibility on whether the curriculum could be mobile. Possibly arrange a different mode of delivery.

## **2. HIRING PROCESS TRAINING/GUIDE**

DOE has interview guidelines and tools. Need to gather what is out there and see what has worked. Pull it all together and offer it to all agencies.

DOP is a strong resource – they should be contacted first as they may have the tools already. Agencies will have more discretion with the new bargaining process.

*Subgroup members:* Linda Ramsey (lead), Larry Keller, Clifford Frederickson, Jolene Bellows, and Lisa Sutton.

To-do list:

- 1) Contact DOP to see what they have available.
- 2) Have information and results gathered and analysis done of what agencies are doing and provide an assessment of what is working.
- 3) Look at the Help Academy module in hiring and selecting employees.
- 4) Notify DOP to let them know that this sub-group is working on this topic.

## **3. COMMUNICATION STRATEGIES**

Forum for information to come out about trends, cases, and resources on the subject of employment issues. Add loss prevention lessons learned. The market is already there, just need to make more information available by expanding the website.

Evolve a website over time – one stop shopping. Work through Risk Management communication update.

*Subgroup members:* Jolene Bellows (lead), Gary Andrews, Jim Smego, Carole Mathews.

Change the target date from Dec. 31, 2004 to March 31, 2005.

## **4. DISPUTE RESOLUTION PROCESS**

*Task* – Look at shortcomings of program. Data could show people are not using the dispute resolution process (DRP). Look at what is being offered. Or assist in a marketing piece. Seems folks may not be taking advantage of the DRP. Turn around shortcomings and look at alternatives. Rules of mediation are not always

effective. Spirit of mediation could be better. Think about idea of possible focus that needs to be sold to agency heads and make it a part of the agency culture. There may be a need for an internal process with encouragement from the top down. Look at grievance process to see if issues can be resolved at this level.

*Subgroup members:* Gary Andrews (lead) Andreta Armstrong, Bill Henselman, Kathy Gastreich, Tom Wendel

*Expected outcome –*

- Find out if there is a statutory authority and what it allows us to do.
- Information on use and how successful it has been.
- Information on why it is not being used. What would it take for people to use it? – do a needs assessment.
- See how this matches with the new union requirements and why it is not offered as an alternative as often as it should be.
- Gary will take the lead and Bill will look at collective bargaining side of it.

## **5). COORDINATION WITH HRC**

Invite Mark to meeting. Have small group of people meet with him. Move target date. Gary, Kathy and Jolene will figure out new target date. Gary will lead this group.

Agenda for next meeting on October 13 – reports from subgroups on above topics.

The next meeting will be October 13, 2004.

Meeting adjourned 3:15 p.m.